Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	Low	FCR Total
Alcoholic Beverage Control	Help Desk	Vicky Marrelli	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro D Desktop Support	Greg Clawson	117 114	117 114
		Kevin Perry	9 9	9 9
		Rod Tucker	52 52	52 52
		Assigned to Individual Total	178 175	178 175
	Voice Operations	Britany Egan	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Assigned Group Total		180 176	180 176
Customer Company Total			180 176	180 176

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents	
			Bottom Number - Missed Inital Response	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Alcoholic Beverage Control	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro D Desktop Support	Greg Clawson	117 1	117 1
		Kevin Perry	9 0	9 0
		Rod Tucker	52 0	52 0
		Assigned to Individual Total	178 1	178 1
	Voice Operations	Britany Egan	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Assigned Group Total		180 2	180 2
Customer Company Total			180 2	180 2

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| | | | Top Number - Total Incidents | |
| | | | Bottom Number -Average time in hours | |
Customer Company	Assigned Group	Assigned to Individual	Low	ATTIR Total
Alcoholic Beverage Control	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro D Desktop Support	Greg Clawson	117 0.02	117 0.02
		Kevin Perry	9 0.00	9 0.00
		Rod Tucker	52 0.00	52 0.00
		Assigned to Individual Total	178 0.01	178 0.01
	Voice Operations	Britany Egan	1 2.21	1 2.21
		Assigned to Individual Total	1 2.21	1 2.21
	Assigned Group Total		180 0.02	180 0.02
Customer Company Total			180 0.02	180 0.02

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - Missed Resolution**	
			Low	MR Total
Alcoholic Beverage Control	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro D Desktop Support	Greg Clawson	117 0	117 0
		Kevin Perry	9 0	9 0
		Rod Tucker	52 0	52 0
		Assigned to Individual Total	178 0	178 0
	Voice Operations	Britany Egan	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Assigned Group Total		180 1	180 1
Customer Company Total			180 1	180 1

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Alcoholic Beverage Control	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro D Desktop Support	Greg Clawson	117 0.06	117 0.06
		Kevin Perry	9 0.00	9 0.00
		Rod Tucker	52 0.00	52 0.00
		Assigned to Individual Total	178 0.04	178 0.04
	Voice Operations	Britany Egan	1 11.75	1 11.75
		Assigned to Individual Total	1 11.75	1 11.75
	Assigned Group Total		180 0.10	180 0.10
Customer Company Total			180 0.10	180 0.10

Alcoholic Beverage Control

Detail

INC000000470968	Keith Zuspan	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.82
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	2.21
INC000000471781	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471794	Liquor Store 26	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471796	Liquor Store 26	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471801	Lynn Sugden	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471807	Liquor Store 26	Application	Reporting	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471810	Liquor Store 01	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471811	Liquor Store 26	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471814	Liquor Store 01	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471816	Liquor Store 38	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471819	Liquor Store 28	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471823	Liquor Store 03	Application	Reporting	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471825	Liquor Store 01	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471828	Liquor Store 07	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471836	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471844	Liquor Store 29	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000471845	Liquor Store 26	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471848	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471849	Liquor Store 45	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471852	Liquor Store 26	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471858	Liquor Store 03	Application	Reporting	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471863	Liquor Store 06	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471867	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000471871	Liquor Store 27	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000472072	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000472098	Liquor Store 15	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000472099	Liquor Store 26	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000472100	Liquor Store 40	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000472101	Liquor Store 26	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000472102	Liquor Store 06	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000472103	Liquor Store 01	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000472104	Liquor Store 19	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000472105	Liquor Store 19	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000472106	Liquor Store 15	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472107	Liquor Store 12	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472108	Liquor Store 43	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472109	Liquor Store 39	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472110	Liquor Store 26	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472111	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472112	Liquor Store 11	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472113	Tammy Bolte	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472114	Liquor Store 15	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472115	Liquor Store 43	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472164	Liquor Store 26	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472246	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000472264	Lynn Sugden	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000473766	Liquor Store 26	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000473773	Liquor Store 30	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000473804	Liquor Store 23	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000473807	Liquor Store 19	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000473815	Liquor Store 19	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000473819	Liquor Store 14	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000473823	Liquor Store 30	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000473825	Liquor Store 42	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000473947	Liquor Store 38	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000474028	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000474784	Liquor Store 43	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000474903	Liquor Store 26	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000474905	Val Dunaway	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000475097	Liquor Store 45	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000475665	Liquor Store 28	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000475670	Liquor Store 10	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000475672	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000475677	Liquor Store 01	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000475681	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000475690	Liquor Store 43	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000475698	Liquor Store 01	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000475862	Liquor Store 41	Application	Reporting	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000475868	Liquor Store 33	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000475871	Liquor Store 12	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000475915	Liquor Store 25	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000475955	Liquor Store 33	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000475959	Liquor Store 03	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000475999	Liquor Store 12	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000476001	Liquor Store 15	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000476005	Liquor Store 38	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000476555	Liquor Store 27	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000476557	Liquor Store 15	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000476559	Liquor Store 30	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000476934	Liquor Store 09	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000477083	Liquor Store 33	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000477473	Liquor Store 26	Application	Reporting	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000477735	Liquor Store 25	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000477737	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000478178	Liquor Store 18	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000478180	Liquor Store 35	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000478191	Liquor Store 17	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000478499	Liquor Store 02	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000478500	Liquor Store 28	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000478503	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000478504	Liquor Store 14	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000479144	Kim Priet	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000479343	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000479345	Liquor Store 29	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000479650	Liquor Store 08	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000479651	Liquor Store 35	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000479652	Liquor Store 21	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000479653	Liquor Store 35	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000479661	Liquor Store 21	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000480281	Liquor Store 42	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000480282	Liquor Store 42	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000480298	Liquor Store 17	None	None	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000480300	Tom Zdunich Jr	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000480636	Charlotte Evans	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.28
INC000000480676	Liquor Store 04	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000480789	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000481018	Liquor Store 34	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000481037	Liquor Store 41	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000481063	Penny Hulse	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000481212	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000481217	Liquor Store 31	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000481225	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000481231	Liquor Store 14	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000481616	Anita Knowley	Telecom	Feature	Telephone		TIR Missed: Yes	2.21
	Voice Operations	Britany Egan	Alcoholic Beverage Control	Low	Resolved	TTR Missed: Yes	11.75
INC000000481713	Liquor Store 16	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000481717	Liquor Store 23	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000481876	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000482109	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

Incident	Location/Person	Category	Type	Product		Priority/Status	TIR/TTR Missed	Amount
INC000000482113	Liquor Store 26	Application	Reporting	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000482120	Liquor Store 42	Application	Error	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000482351	Liquor Store 06	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000482481	Liquor Store 12	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000482673	Liquor Store 42	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483176	Liquor Store 11	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483177	Liquor Store 37	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483179	Liquor Store 33	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483180	Liquor Store 12	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483181	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483182	Bill Garner	Application	Error	Microsoft Windows 7			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483183	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483184	Liquor Store 17	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483185	Liquor Store 40	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483916	Liquor Store 33	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483987	Liquor Store 02	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000483988	Liquor Store 02	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000483990	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484216	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484545	Liquor Store 43	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484546	Liquor Store 27	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484547	Liquor Store 05	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484548	Liquor Store 30	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484564	Liquor Store 17	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484565	Liquor Store 15	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484566	Liquor Store 21	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484567	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484568	Liquor Store 22	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484569	Liquor Store 02	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484570	Liquor Store 45	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484571	Liquor Store 02	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484777	Liquor Store 10	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484778	Liquor Store 09	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000484879	Liquor Store 28	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000484918	Justin Broderick	Application	Error	Novell GroupWise		TIR Missed:	Yes	1.30
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	4.65
INC000000484993	Nina McDermott	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000485015	Nina McDermott	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000485308	Liquor Store 19	Application	Reporting	None		TIR Missed:	No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000485311	Liquor Store 02	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000485316	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000485323	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000486535	Liquor Store 33	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000486566	Liquor Store 30	Application	Error	Triversity Point-of-Sale		TIR Missed:	No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000486571	Liquor Store 26	Application	Reporting	Triversity Point-of-Sale		TIR Missed:	Yes	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000486573	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000486575	Liquor Store 10	Application	Reporting	None		TIR Missed:	No	0.00
Metro D Desktop Support		Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000486685	Liquor Store 17	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000487047	Liquor Store 30	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000487296	Liquor Store 27	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000487356	Liquor Store 01	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00
INC000000487864	Liquor Store 44	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support		Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed:	No	0.00

Alcoholic Beverage Control

INC000000488169	Liquor Store 09	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000488170	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000488171	Liquor Store 33	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000488172	Liquor Store 07	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000488392	Liquor Store 17	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000488691	Liquor Store 31	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000488701	Liquor Store 43	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000488717	Liquor Store 17	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000488718	Liquor Store 02	Network	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000488719	Liquor Store 15	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000488726	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00